

205 CUSTOMER RIGHTS

Every Customer has a right to:

- A. Be treated with respect and dignity.
- B. Have their privacy recognized and respected including protection of any information that identifies the Customer and their family, in accordance with the Navajo Nation Privacy and Access to Information Act.
- C. Develop a Personal Responsibility Plan based on their interests and chosen career goal.
- D. Not to be discriminated against in the delivery of services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information or source of income.
- E. Apply and receive assistance and services at any DSR office of their choosing.
- F. Have services provided in an appropriate manner with consideration for Customers with limited English proficiency or reading skills and those with diverse cultural backgrounds.
- G. Be provided information on reporting complaints and how to obtain prompt resolution of their issues and concerns.
- H. Appeal a decision made on their application or assistance case.
- I. Have access to his/her case file in accordance with applicable laws.
- J. Withdraw their application prior to a decision being rendered.
- K. Bring a person of their choosing to appointments and hearings.

206 CUSTOMER RESPONSIBILITIES

Every Customer has a responsibility to:

- A. Provide accurate and complete information about their present conditions, previous services and other information relating to his/her situation.
- B. Cooperate with DSR in the determination of their eligibility and the monitoring of their on-going eligibility, including investigations.
- C. Comply with all scheduled appointments, including arriving on time, or contacting the DSR staff to reschedule appointments.
- D. Develop a Personal Responsibility Plan (PRP) within forty-five (45) working days after the date of approval.
- E. Adhering to the provisions of an approved PRP.
- F. Review and, if necessary, update a Personal Responsibility Plan.
- G. Comply with Work Participation Requirements, when applicable.